



WHITE MOUNTAIN OIL & PROPANE

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SPRING/SUMMER 2011

EnergyWise

A
White
Mountain
Oil and
Propane
Customer
Newsletter

Who's Your #1 Team?



Pick up a Team Grill emblazoned with your favorite team's logo at White Mountain Oil & Propane today! It looks great and cooks great. For more information, call Russ at 800-600-9031 x123.

TG
TEAM GRILL
Serious Grills. Serious Fans.™

BBQ Propane Safety

Storing Small Cylinders

- NEVER store or place a propane cylinder indoors or in an enclosed area such as a basement, garage, shed, or tent. These include outdoor portable heaters, barbecue grills, and portable generators.
- NEVER store or place propane cylinder in an area of excessive heat (120 degrees or higher) or near a stove, fireplace, or other heat source. The heat builds up pressure inside the cylinder, which may cause the pressure relief valve to release propane. Flash fires or explosions can result from exposing cylinders to heat.
- NEVER store or place a spare cylinder under or near a barbecue grill. The grill flame is a heat source that can cause the release of propane.
- DO NOT smoke or have any ignition sources such as flames or spark-producing electrical tools in the area while handling or transporting cylinders.

Transporting Small Cylinders

- ALWAYS transport and store a cylinder in a secure and upright position so it will not fall, shift, or roll.
- ALWAYS close the cylinder valve and, if required, seal with a plug, even if the cylinder is empty. Ask your propane retailer if a plug is required.
- ALWAYS place the cylinder in a well-ventilated area of the vehicle.
- ALWAYS proceed directly to your destination and immediately remove the cylinder from your vehicle.
- NEVER keep a filled cylinder inside a hot vehicle.

Grilling Fire Safety—Before Starting A Grill

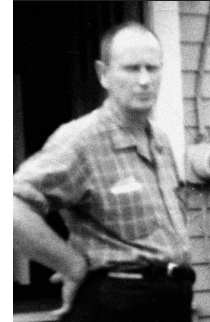
- ALWAYS follow grill manufacturer's instructions and keep written materials accessible.
- ALWAYS keep the top open when lighting a grill until you are sure that it is lit.
- NEVER pour an accelerant such as lighter fluid or gasoline on the grill.
- DO NOT allow children to tamper with the cylinder or grill.
- NEVER use matches or lighters to check leaks
- ALWAYS use a leak-detection solution or thick soapy water to check connections for tightness before connecting or lighting a propane gas grill burner.
- NEVER store or place a spare cylinder under or near a barbecue grill. The heat builds up pressure inside the cylinder which may cause the pressure relief valve to release propane. Flash fires or explosions can result from exposing cylinders to heat.

When Finished Grilling

- Turn off the burner controls and close the cylinder valve.
- When grill is not in use cover disconnected hose-end fittings with plastic bags or protective caps to keep clean.

PROPANE
EXCEPTIONAL ENERGY

HONORING Harland Howe



On January 23, White Mountain Oil and Propane's long-time service manager, Harland Howe, passed away at the age of 89. Harland was "one of the

originals" joining Ben Saunders and Bob Johnson at White Mountain Oil in North Conway right after World War II. He ended up working here 40 years, retiring as the Service Manager in 1986. Harland is survived by his wife of 65 years, Lois, 4 children and 3 grandchildren.

Harland was a Corporal in the US Marines from 1942-46 fighting his way across the Pacific in the First Marine Division, including the landing at Guadalcanal. He loved hunting, fishing, and snowmobiling and, in his youth, he was an excellent skier.

As an accomplished gardener, Harland took pride in his expansive vegetable garden, winning awards with the White Mountain Garden Club. He was also a volunteer on the North Conway Fire Department for many years. However, his greatest legacy may be his genuine concern for all our customers during his long career. Harland was a true hero.



WHITE MOUNTAIN OIL & PROPANE



30th Annual Bratwurst Broil & Open House 2011

Rinnai Continuums
and Wall Furnaces

Heat & Glo
Gas Fireplaces



10AM-4PM FRIDAY, JUNE 10 2011

Buderus Boilers

Solar Water Heating

Get your gas grill from a propane gas company!

"It just makes good sense to buy a gas grill from a propane gas company," says White Mountain Oil and Propane's Dana Jones. "We'll help you choose the grill that's right for how and where you grill, assemble it for you—and we provide service after the sale. As one of our customers told me the other day, 'I'll never buy a grill from a big box store again!'"

While Memorial Day is the unofficial start to the grilling season here in the Northeast, at White Mountain Oil and Propane, we're big fans of grilling year-round. That's because we have so many terrific grills, from the Weber Baby Q that's the ideal size to take along to the beach, campsite or tailgate picnic to the high-performance BeefEater Barbecue from Australia, where they really know how to cook on "the barbie." *Continued on page 2*

Budget Customers

The end of May brings the 2010–2011 Budget Program to a close. At the close of the budget year, any outstanding balance due on your account is totaled and shown in the “Non-Budget Due” box on your statement.

Your total non-budget balance may be comprised of both fuel and non-fuel purchases made during the budget year.

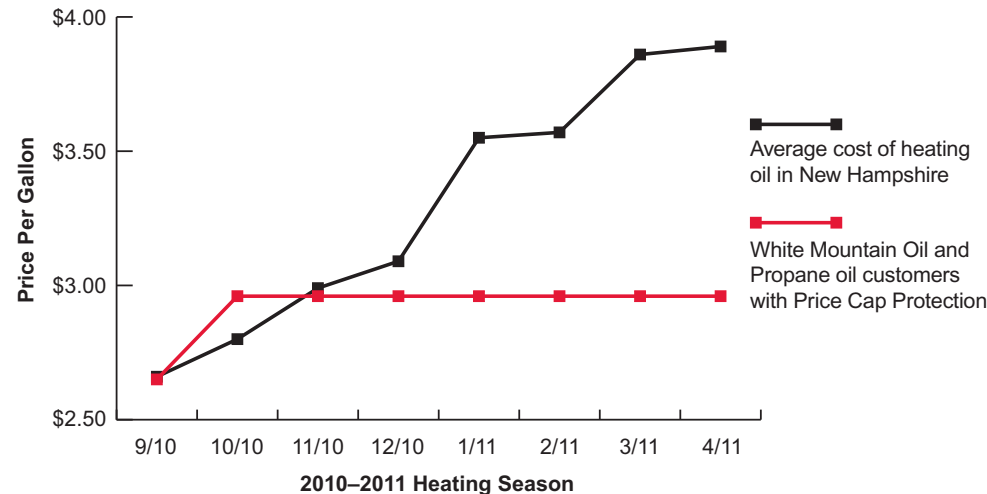
Although the year-end non-budget amounts may show “past due,” rest assured, you will not be assessed any finance charges on these amounts.

The aging of this balance only reflects when these purchases were made.

We do request that any non-budget balances be paid during the month of June so we can begin your new 2011–2012 budget year on schedule.

THE BENEFIT OF PRICE CAP INSURANCE

The 2010–2011 heating season showed how Price Cap Protection with White Mountain Oil and Propane can benefit, saving those customers over \$649,000 combined!



GET YOUR GRILL *Continued from page 1*

Russ Knox, White Mountain Oil & Propane’s floor sales manager, says, “The Weber Baby Q is the perfect grab-and-go grill that packs a powerful grilling wallop while using an easy-to-transport 14 oz. gas cylinder.”

For the home grill, Knox is a big fan of the BeefEater. “The sear the BeefEater will put on a steak will make a believer out of you in one bite! We’ll be grilling on a BeefEater during our 30th annual Open House and Bratwurst Broil on June 10th. It’s a beauty—a sturdy stainless steel grill that will stand up to a lifetime of use by the most demanding grillmaster.”

Another grill that’s been creating a lot of buzz is the Team Grill. “Grilling and game day go hand-in-hand,” continues Knox, “which is why I think sports fans will love the new Team Grills. They come in a variety of styles, including the Game Day Grill, decorated with your favorite team’s logo and matching porcelain-enamel finish. We’ve got two examples on the floor—one for the Patriots and the other for the Red Sox—but you can order a Team Grill with your favorite college, NFL, MLB or NBA team’s logo and colors. They also make a Tailgate Grill on rollers that folds down so it can be transported like a suitcase, complete with heavy-duty wheels and carrying handle.”

Rinnai TAX CREDITS

Effective Dates
January 1, 2011–December 31, 2011

- Guidelines**
- The Rinnai Tankless water heater must be “placed in service” between January 1, 2011 and December 31, 2011. The IRS defines “placed in service” as when the product is ready and available for use.
 - The Rinnai tankless water heater must be installed in or on the taxpayers’ principal residence in the United States.
 - There is an overall cap of \$500 for fiscal years 2006–2011 combined. If you have ever claimed this credit in the past, it counts toward the \$500 cap (but does not affect the \$1,500 limit available for 2009 and 2010). So, for example, if you claimed \$300 in 2007, you can only claim \$200 in 2011; if you claimed \$800 in 2009, you cannot claim any more credit.

How to Claim Your Tax Credit for 2011

- Purchase and install a qualifying Rinnai tankless water heater before December 31, 2011
- Save your proof of purchase
- When filing your 2011 taxes, use IRS Form 5695 (2011 version) Consult a tax professional for further details.



Speculation & Trading

We understand that our customers are not happy when fuel prices rise. We are all affected by the increases in fuel prices, whether for heating our homes, or the increased transportation costs affecting the food and products we all must buy.

Fuel prices today defy the law of supply and demand. Current heating oil inventories are at 27-year highs. Consumption of gasoline is down, which means demand is off, and yet crude oil prices keep moving up. This is illogical.

In the first three months of 2011, crude oil prices increased by more than 25%. Many blame speculative financial traders for artificially driving up oil prices for profit. Speculators who never take actual possession of any oil, such as hedge funds, are buying and selling commodities, and profiting by betting on whether the short-term prices will rise or fall. They make money by betting on movement—buying long when rumors suggest price increases, buying short when prices go down. The growing role of hedge funds, financial traders, and passive investors in the global energy commodity markets has had significant consequences for the average American.

To protect consumers from such market swings, the federal Commodity Futures Trading Commission can limit outside players’ influence. The law allows strict limits on the number of speculators and the number of trades by those who do not actually buy or sell oil, making the markets less volatile. However, special interests are fighting back and the commission is under attack by the US House of Representatives who are proposing a one-third cut in the CFTC budget. There is also, obviously, considerable opposition from the financial sector.

Other factors affecting pricing are the weakening of the US Dollar and the recent unrest in the Middle East. However, only about 13% of US imports are from this region. About 38% of US oil is imported from Canada and Mexico. (Sadly, twenty years ago, we imported about 35% of our oil; today that number is up to 52%).

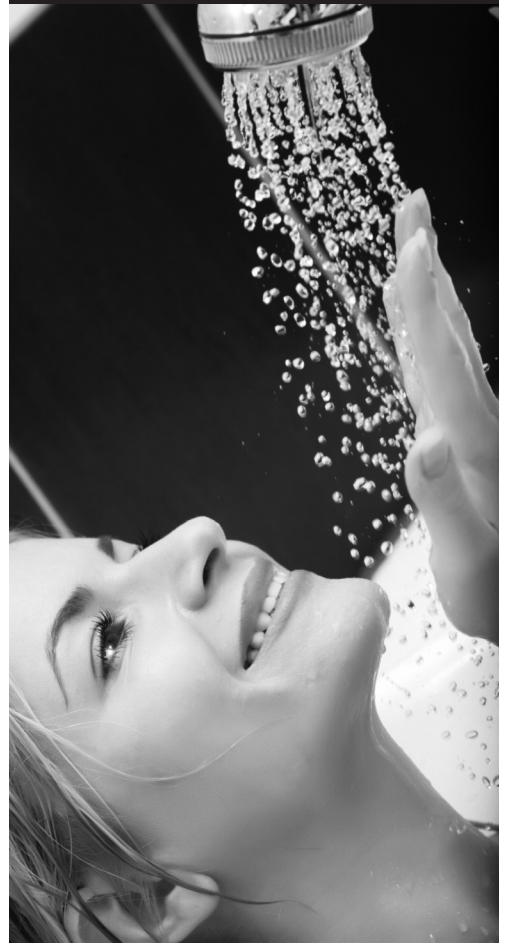
All of this has led to a situation where propane is about 70 cents higher than it was a year ago and fuel oil cost has risen more than a dollar in a year. As a consumer, it may seem as if you are helpless, caught up in this worldwide increase in fuel costs. *However, below are a few things we can do to help:*

The Easy Payment Budget Plan is simply a payment plan to level out your fuel costs. Should prices go lower, or if you use less fuel, you would realize those savings. Should prices remain high, you would be able to spread those costs over twelve months. As a Budget Customer you also receive interest dividends on payments ahead of purchases, freedom from finance charges and, when applicable, Senior Citizen’s Discounts.

The Price Cap Insurance Program allows you to purchase price cap protection for the following heating season. This program provides peace of mind all year long by establishing a price ceiling while, at the same time, allowing you to benefit from lower prices when they occur. Last winter our price cap protection customers saved over \$649,000 on their fuel purchases.

Please call our office today and ask for a Budget Advisor to discuss either of these two payment plans. 800-600-4728

FREE HOT WATER from the Sun!



Complete, integrated solar powered water heating systems are available at White Mountain Oil & Propane!

